

TIPS TO OVERCOME VARIOUS TYPES OF COMMUNICATION BARRIERS

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ABSTRACT

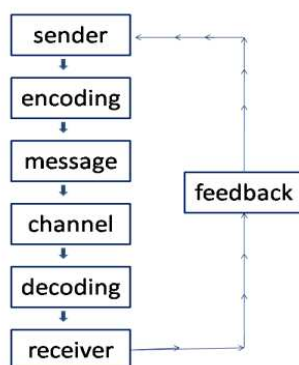
Good communication skills are required for everyone, whichever field or sector they belong to. Even in personal life, communication skills play very important role. Young graduates need them the most, because companies of any tire hire candidates with effective communication skills. Every company treats an employee with effective communication skills as an asset. A skilled communicator is helpful in creating pro-working atmosphere; in coordinating with team members; in making decisions; in solving problems; in resolving conflicts among the employees; in dealing with clients; in retaining old clients; in attracting new clients; in negotiation; in delegation etc., so companies prefer candidates with effective communication skills. In multinational companies, non-verbal communication skills also play very import role. Awareness of non-verbal communication is very important and useful for top position employees and team leaders as they have to deal with international clients, agencies and organizations. The author of this paper gives insights into all important aspects of effective communication skills. This paper deals with the types of communication, barriers to various types of communication and the tips to overcome the barriers to various types of communication.

KEYWORDS: Oral, Written and Non-verbal Communication, Business, Organizational and Teamwork Communication, Barriers to Communication, and Tips to Overcome them etc.

INTRODUCTION

The process of communication is a common phenomenon to all living beings in the universe. To communicate all beings use sounds and signs, but only man has script to those sounds and signs. Because of this script or language man becomes different from other beings in terms of communication. Man speaks using the script- letters, words and sentences and of course, sounds signs and symbols. Communication is 'the activity or process of expressing ideas and feelings or of giving people information (OALD) Communication is a process which is mainly done with the involvement of certain factors such as 1. Sender 2. Encoding 3, Text 4. Communication channel 5, Decoding 6, Receiver and 7, Feedback.

Communication Process



Sender: Sender, who is also called communicator, initiates the process of communication. He starts the process of communication with an intention of passing information to receiver.

Encoding: Encoding is a process of giving shape to the intended information; the sender tries to give a form to the intended information in the form of words, signs, images, voice mails, audios or videos and this is called message which is sent to a receiver.

Message: Message can be a text or topic or an information or idea. It is a verbal or nonverbal one which is intended to send to or leave for a recipient.

Channel: Channel is a medium or system through which the information (message) is passed from a sender to a receiver.

Decoding: Decoding is an act of interpreting the received message. The receiver decodes, interprets or reconstructs the received message by giving meanings to the words, signs, images, voice mails, audios or videos in it and by interpreting the message as a whole.

Receiver: Receiver is the recipient of the message and the receiver can be a listener, reader, audience, decoder or observer.

Feedback: Feedback is an assurance that the receiver receives the message as intended by the sender.

Context: Proper context, place and time are very important for the fulfillment of the process of communication.

TYPES OF COMMUNICATION

Primarily human communication is classified into two types: 1. Nonverbal communication and 2. Verbal communication. This verbal communication is further divided into two kinds, such as oral communication and written communication. If verbal communication makes your message understood, nonverbal communication makes your attitude understood.

NON-VERBAL COMMUNICATION

Non-verbal communication is also known as non-vocal language which is done through wordless clues. In non-verbal communication, the sender sends his message without using words or speech. The wordless cues which help send messages in nonverbal communication are many. Vocal cues, postures, gestures, facial expressions, space, touch, attire etc. are used to transmit information in non-verbal communication.

VERBAL COMMUNICATION

Sharing or transmitting information through words and/or signs is called verbal communication. Communication is one of the best modes of exchanging information. In day-to-day communication, in formal or informal context, people exchange information orally and/or in written form using signs, signals and words. So, verbal communication can be divided into two types: oral and written communication.

Oral Communication

Speech is the best and most convenient and the surest communicative mode. Though oral and written communications are forms of verbal communication; they have their own advantages and disadvantages. Most of the

human conversation is done through the use of speech. We pass information from one person to another person using word of mouth.

Written Communication

In informal situations and contexts, we generally communicate with others orally, whereas in formal or official situations and contexts, we prefer both forms of verbal communication, but mostly written communication. Written communication is done through written words; not through word of mouth. Written communication is given importance in the administrative, business and other working sectors since it is the most effective and the most reliable communication option.

Some of the various forms of written communication that are used internally for business operations include letters, notices, circulars, memos, reports, bulletins, job descriptions, employee manuals, prospects, proposals, brochures, news releases, advertisements, emails, instant messages, faxes, internet, websites, etc.

Barriers to Various Types of Communication and Tips to Overcome Them

Barrier is 'something that exists between one thing or person and another and keeps them separate.' (OALD) Anything that hampers the process of communication can be called a barrier to communication. In communication process, the barrier may be physical, environmental, semantic, organizational, cross-cultural, technological, psychological, sociological or non-verbal which creates some obstruction in the flow of information from a sender to a receiver. Sometimes this barrier causes for total failure of the communication process. Because of this communication barrier, the listener or receiver may not receive the message as the sender intended. These barriers cause for the partial or complete failure in communication.

Communication failure is a very common experience in both professional and private life. It is an everyday occurring in everyone's life. When a receiver fails to understand or interpret the message as intended by a sender, it is called communication failure. As you have learnt this communication failure is a result of a communication barrier.

The first and foremost step in overcoming the barriers to communication is to recognize where, when and how the barriers occur. Communication barriers are of various types. An experienced communicator can expect them ahead of the actual commencement of the communication. If you can expect the barriers prior to your conversation or communication, you can take precautionary steps to overcome them.

Physical or Environmental Barriers and the Tips to Overcome Them

Noise: Among the physical or environmental communication barriers, noise occupies top position. Noise produced by people, animals, or vehicles around or by any other means affect the process of communication. It may obstruct the process of communication partially or completely.

Tips: Noise is a natural barrier to oral communication so minimize the density of noise for the possible extent.

Physiological Defects: Stammering, hearing defects, mumbling etc. are considered physiological defects. In case of oral communication, these defects cause for disruption in communication.

Tips: The best way to overcome the barrier is to prefer written communication. If it is oral communication and you are the speaker, speak slowly and repeat the words or sentences which are not said properly. If you are the receiver,

ask for the repetition of the words or sentences which are not pronounced properly. As a receiver, repeat the mispronounced words or sentences for confirmation.

Time and Distance: Time means time and date / day. If communication takes place between two parties belonging to various nations, time and date difference will take place. This difference in time and date will confuse the communicators. Distance, let it be short or long, between communicators will affect the communication.

Tips: It is necessary to know when and how the message should be sent: time, mode or nature and context play vital role in making a communication successful. Before sending a message or meeting somebody, it is wise to know when, how or where to meet somebody or send the message. If the receiver is not in a position to receive the message, the communication fails. If the message reaches the receiver late, there will be no meaning in sending the message.

Defects in Communication System: malfunctioning of communication mechanism causes for inconvenience in communication. If the machines which are used as communication channels, fail in functioning properly, the total communication will be a failure. Wrong selection of channel or medium also affects the process of communication.

Tips: In oral or written communication, you need to know the methods of communication; channels of communication and communication systems, links or technology before sending a message. First of all, you have to get acquaintance with them. Before sending the message, you must be aware of the availability of them and whether the receiver can handle them. For a fruitful communication, you need to send message through the communication system with which the receiver is familiar and comfortable to receive the message.

Semantic Barriers and the Tips to Overcome Them

Semantics deals with the meanings of words or sentences. The semantic problems may rise like this: more than one word of same pronunciation but with different spelling and meanings (homophones); word with same spelling but with different pronunciation and meaning (homographs); wrong assumptions and wrong interpretation of words because of their multiple meanings; variation in dialect/accents and technical language/jargon are some of the semantic barriers which act as obstacles to communication.

Tips: Minimize the semantic problems. For the possible extent, avoid the vocabulary which convey different meaning and which can mislead the receiver. Avoid ambiguous sentences, expressions, phrases in your communication. Use simple words and sentence structures to communicate your message. Minimize the usage of jargons or the technical terminology of your fields; replace them with common vocabulary wherever it is possible. If is oral communication, neutralize you accent/dialect. Bring changes in your vocabulary, sentences and/or language according to the listener's ability of understanding or social position. The changes will depend upon the receiver because the receiver may be an illiterate or semi literate or literate; the receiver may be a very common man or your colleague or your higher officer or a governmental officer or sometimes small children.

Inadequate Listening Skills and the Tips to Overcome Them

Poor listening skills become a great obstacle to the process of communication. The factors that distract the listener from listening to the speaker can be divided broadly into two types: external and internal factors. Physical or environmental barriers, semantic barriers, organizational barriers, cross-cultural barriers, technological barriers can be considered to be external factors that are responsible for distracting the listener from listening to the speaker. Internal barriers can be

subdivided into two types: 1. Psychological barriers: The various emotions and/or moods that obstruct you from listening to the speaker are when you get angry; when you shout; when you grieve over something; when you are overjoyed to listen to it. Sometimes you stop listening when you start evaluating the situation; when you let your mind wander thinking about your knowledge belonging to the speech or something else; when you don't want to listen because of your prejudice; when you don't want to listen because you are tired or disinterested; when you are not prepared for the conversation; when you get bored; when the speaker uses incomprehensible vocabulary or unknown subject; when the topic purely unnecessary to you. All these are considered as psychological barriers which can cause for your poor listening. 2. Human physical disabilities such as hearing problem, dumbness, eye-sight problems are examples for internal factors that hinder the listener from paying attention to the speaker and to his speech. These are considered as internal factors which can cause for your poor listening.

There are other significant barriers to the effective listening. The listener comes to listen to the speaker with a lot of or a specific expectation. One of the biggest drawbacks with human listening is that the listeners usually come to listen to somebody with expecting or assuming or hoping or with preoccupied mind. When the receiver comes with assumptions to listen to the speaker, he frequently listens to what expects to listen to rather than what the speaker actually says. This process leads the receiver to jump into false conclusions of the communication.

Tips: You should go with open mind without any preoccupations or expectations when you are going to listen to somebody. You must be with a willing mind to listen to the speaker.

Sometimes the listener comes to a one conclusion without listening to the speaker completely. Sometimes the listener interrupts the speaker to say his story or experience which obstruct the flow of communication and the listening process.

Tips: Pay attention to conversation and learn to listen for the whole message; you should not jump to your own (wrong) conclusions without listening completely. Listen to the complete message before evaluating the speaker or conversation. Don't get ready to tell your storey before the speaker finishes his words.

The listener may shut his ears to the speaker when the speaker speaks of ideals and values which are quite contrary to the listener's opinions. The listener may get confused or distracted when the speaker changes the topics very often without completing the previous one.

Tips: The speaker should not change the topics abruptly and he has to change the topic only after finishing the current one.

Noise is one of the most important barriers of oral communication; it is impossible for both speaker and listener to go on their conversation when there is noise. Noise makes listening impossible.

Tips: Try to reduce the noise or avoid noisy places for conversations. When the two attempts are not successful, stop conversation in any noisy atmosphere.

There are certain no-verbal factors which can act as barriers to the effective listening. Poor eye contact maintained by either speaker or listener or both of them causes for poor listening. Inappropriate posture and gestures by both or any one of the speaker or listener can lead to a poor listening.

Tips: Maintaining proper body language such as postures and gestures while communication is going on is must.

When the body language of the speaker goes contrary to his speech, listener may not believe the speaker. At the same time, if the listener does not use proper body language in accordance with the conversation, the speaker may doubt the sincerity of listening. Being a listener, you should maintain proper eye contact. In this context both speaker and listener should maintain proper eye contact.

Other General Tips

Remember, communication is a reciprocal process. Without the receiver's consent, you cannot convey any message to him. Listening has the same significance as speaking in conversation therefore receiver has equal position as speaker in conversation. So, give importance to listening. You must be an attentive and careful listener. You should not hear but listen.

Reflecting is another way of repeating what the speaker has said; this helps both the speaker and the listener understand that their conversation is going on a right track. Another advantage of reflection is that through the reflection of the listener, the speaker comes to know that the listener perfectly understands what he is saying.

Getting clarification is a way in which both the speaker and the listener come to know that both of them are on the right track of both speaking and listening. The listener gets his doubts clarified by asking questions; this shows that the listener is active. In the similar way, the speaker asks questions the listener; this helps the speaker know whether to elaborate his topic or not.

Proper context and time are also very important for speaking and listening.

Pay attention to only one conversation at a time and don't try to listen to many conversations at a time.

You should not think or worry about any other thing while listening to the speaker.

By asking questions as to get clarifications or as to ask to expand the topic, the listener becomes active listener. This shows that the listener has interest in the topic and he is actively listening to the speaker.

Organizational Barriers and the Tips to Overcome Them

In case of business communication, institutional positional clashes, status etc., organizational culture organizational rules and regulations, status relationship and lack of cooperation between senior and subordinate turn to be organizational barriers which are deemed as barrier to communication in an organization.

From subordinates' point of view, they are afraid of communicating with their superiors because, sometimes, their communication is treated as a challenge of authority.

Tips: Superiors must create an atmosphere in which everyone can express their views freely. Subordinates also should learn one thing that communicating facts to superiors pointing the drawbacks won't be treated as a challenge of authority.

Discouragement to individual expression is a barrier to communication in an organisation. Most of the employees think that there won't be any respect and value for their ideas and opinions. This type of thinking affects the flow of communication.

Tips: Every individual must be given opportunities to express their views and opinions on various issues so that they will be free to communicate with others in an organisation. They must be encouraged to express their views without any agitations and reservations.

Lack of faith among the superiors and the subordinates is one of the main reasons for the failure of communication.

Tips: When the superiors cannot trust the subordinates and the subordinates cannot trust the superiors, there won't be any chance of having fair and successful communication among them. So, it is the responsibility of the top cadre employees to create a fearless and faithful atmosphere in their organisation in which all the employees can trust each other. In such atmosphere one can expect the trustworthy communication.

Inadequate communication facilities in an organization such as PC, internet, telephone, stationery, translator, etc. become impediment to communication.

Tips: There must be proper communication system and facilities in an organisation. All the communication facilities must be available for all the employees in the organisation. In such conditions, communication among the employees can be done successfully without any delay.

Lack of appropriate communication channels is a barrier to communication in an organisation will be a failure.

Tips: If proper communication channels are available to all the employees in an organisation, the flow of communication will go on without any obstruction.

Sometimes, the complex organizational structure acts as a barrier to communication. It is difficult for the newly entrants who are new to the organization and its structure.

Tips: There must be a system which shows the whole structure of the organisation and it should be allowed to be seen by one and all. The organizational structure must be known to all the employees, especially newcomers. If the organizational structure is known to all, the process of communication will be easy and successful.

Other General Tips

The following are some important general tips to overcome organizational barriers. In the business world trustworthiness plays quite important role. So create a climate of trust and confidence in your organisation so that people who work there can receive the message without any reservations. Creating reliability in relationships is an essential factor for the smooth transmission of information in an organisation. See to have integrity and honesty in your communications with the people in the house as well as the people from outside the organisation. Create co-ordination among the superior and subordinate employees in the organisation. If you are an employee in an organisation or business, you need to know the methods of communication; channels of communication and communication systems, links or technology in that organisation. Understand the organizational system, rules, norms, policies etc. at the working place. Seeking suggestions and advices from others before sending information to a receiver is a welcome move on your part. Before sending messages to the receiver, it is always suggestible to know which channel of communication is convenient to the receiver. It is necessary to know when and how the message should be sent: time, mode or nature and context play vital role in making a communication successful. If the receiver is not in a position to receive the message, the communication fails.

Teamwork Communication Barriers and the Tips to Overcome Them

Teamwork is 'the activity of working well together as a team.' But, it is not always possible for the team members to work together at a place and at time so the team members fill the gap with effective communication. This shows how communication plays very crucial role in the functioning of a team. Effective and trustworthy communication among team members helps the successful work of the team.

There are more chances of rising problems in transmitting information among the team members irrespective of working at a single place or working in various places. In any case there are a lot of chances for the happening of miscommunication and misinterpretations. Sometimes, chaotic situations take place.

Gender difference is a major issue in communication process. It is always noteworthy that there are differences in the way of communication between man and woman; when there are men and women as members in a team, the communicator must be careful about his words, phrases and language used in his communication. Women are softer and more sensitive than men in many matters and there is no exception to communication also.

Tips: Each of the team members must realize a fact that male employees and female employees practice two different communication styles. Generally women communication seems collaborative one whereas men communication seems commanding and controlling one. Women focus on feelings and stuck to value judgments whereas men focus on facts. Women ask questions to gather information and this would improve her performance on the job, on the other hand, men talk to give information. If the team members are understood each other's communication styles, there won't be any problem in transmitting information.

Generation gap among the members of a team matters a lot because the younger generation prefers all new communicative expressions such as symbols, emoticons etc. to transmit information and the elders treat the use of these as a sign of insincerity and callousness. For example, the younger generation people use decorative backgrounds, fancy-crazy fonts and styles and youngsters neglect using punctual marks and violate sentence rules while writing something. These lead to misunderstanding and miscommunication.

Tips: Employees of both the older and younger generations must understand each others' receiving styles, preference of channels, style of transmitting information etc. They need to recognize and respect each others' work style and should appreciate each others' attitude towards other team members and management.

Cultural variety is a very sensitive hurdle for communication. Variation in values and beliefs is a very common barrier to communication. Lack of trust among team members damages the communication process. When one cannot believe the other, one cannot believe other's words also. So, it is very important to build confidence and trust among team members.

Tips: Cultural awareness and cultural competence are very important to all the employees who work in multinational companies since they have to deal and/or work with people of different cultures and backgrounds. Communicator must be sensitive to culture, beliefs, values, age and gender etc. of the members. Managers should organize workshops on cultural differences so that they can understand other cultures.

Team communication should be done on personal basis for the effectiveness of communication and for the better understanding of the concept of particular information. It indirectly leads to the success of the team. The personal basis

means taking culture, race, ethnicity, gender, socio-economic status, age, physical abilities, religious beliefs, values, political beliefs, and other ideologies of the team members into consideration while addressing or giving instructions to the team. This style of communication yields expected fruits where different sorts of people work together.

Individual/Attitudinal/Psycho-sociological Barriers and the Tips to Overcome Them

Attitude is a mental and emotional unit that is formed from experiences. Attitudes of a person are usually formed by his own opinions and/or personal feelings on/about people and things. Culture, customs, religious beliefs, lack of empathy, ego, natural jealousy, prejudice, weakness, overconfidence, quality of credibility, social status, economic, educational, organizational position, relationship etc. play responsible role to form one's attitude- be it positive or negative. These factors are considered as psycho-sociological barriers. These aspects are also treated as inter-personal barriers.

When the negative personal attitudes dominate the rational thinking of people, it becomes very difficult to communicate with them. It is impossible for the people around them to engage in productive communication either at home or at workplace. These negative attitudinal/psychological barriers prevent people from participating effectively in communications. Building self-confidence is the panacea for most of the psychological or attitudinal barriers.

The peculiar thing about attitudinal behaviour is that they are usually stereotypes in their thinking, opinions, behaviour; they exhibit the same kind of attitude towards people, things and situations. These rigid attitudes become communication barriers.

Tips: Unless you want to bring change in your attitude, no one can help you come out of your stereotypes. You have to examine your stereotypes; analyse them; see how much damage done to you because of them; find the root causes for the rise of the stereotypes and finally find and follow the ways to eradicate your stereotypes.

Personal prejudice is an obstacle to communication either in personal or professional life. Whatever the responsible factors for the formation of personal prejudice, this prevents the prejudiced people from obeying others though the others are right. This becomes a great hurdle in the group conversation.

Tips: By being open-minded to others and to learn knowledge; by learning how to respect others; by building strong self-esteem; by making efforts to broaden your mindset and knowledge, you can overcome personal prejudices.

Pessimism is another blockade to communication. The pessimists are not able to express themselves. They don't believe things and they do not allow others to believe things positively. This hampers team spirit and communication.

Tips: By focusing on solutions but not on problems; by trying to minimize obstacles to your success; by listening to and reading inspiring stories; by actively participating in teamwork; by avoiding the use of negative words; by not following negative thoughts; by interacting with positive minded people, you can shed off pessimism and become a positive minded person.

Having inferiority complex is another psychological barrier to communication. This prevents people from participating in conversations actively.

Tips: By not worrying about what others think of you; by not comparing yourself to everyone; by thinking positively and focusing on positive aspects of life, you can overcome your inferiority complex.

Other General Tips

Resolving personality conflicts so often; proper management one's emotions and feelings will help overcome attitudinal barriers; training their minds to accept changes; getting motivation by listening to motivational speeches and reading motivational stories and books help the receivers of messages to overcome their own attitudinal barriers.

By being responsive to others; by learning to express yourself; by letting others to speak; by being honest to yourself and to others, you can overcome the attitudinal or psychological barriers. Being able to balance your emotions, you can control most of the attitudinal/psychological barriers.

OTHER COMMON BARRIERS AND THE TIPS TO OVERCOME THEM

Emotional Imbalance

If both the speaker and receiver or any one of them is not in position to control their negative emotions, the communication fails. The prime reason for rising emotion is that when the other (may be the speaker or listener) receives something that is different from their expectation or deviates from their line of thinking. For example an employee approaches his office with an intention of getting two days leave and he hopes his officer will grant the leave. But the officer declines his request for leave stating some reasons unexpected by the employee. The employee leaves his officer muttering something. This causes for rising emotions. This inability of controlling one's own emotions becomes an obstruction to communication.

Tips: If you respond to your emotions on time, you can never get troubled by them. Sense the negative emotions; find the root causes for their rising; know how to deal with them; satisfy them before you are going to have a conversation with people or in a context which are usually the real responsible factors for rise of the negative emotions. If you cannot deal with your negative emotion on the spot, walk away from the talk temporarily or permanently.

Muddled Message

Muddled messages are information spoken or written by putting 'things in the wrong order or mix them up.' Misplace of words or phrases in a sentence confuses the listener. The receiver who receives the muddle message will definitely understand it differently from the actual intention of the sender. In this case the wrong lies with the sender; not with the receiver.

Tips: See your message without mixing up with many types of information. Don't try to convey different types of information at a time. Keep it brief, simple and straightforward.

Ill-Mannered Language

Usage of rude or boorish vocabulary or phrases in conversation gets the listener embarrassed and sometimes, the receiver may withdraw from the conversation. Speaker may not use such vocabulary or expressions with an intention to offend the receiver but such usage of vocabulary in the listener's culture may be a taboo.

Tips: You should use formal language. Use refined and polite words and expressions. To be a good communicator, coworker, man, you need to use proper language all the way. Usage of mannered language helps in building and maintaining good relationships at home and at the workplace.

Lack of Feedback

Without feedback no conversation or communication is complete. Feedback is something sent by a receiver to a sender in a conversation. Feedback in spoken or written communication tells how the receiver perceived or understood the sent message by the sender. After receiving feedback from the receiver, the sender comes to know whether his message is understood as he intended or not. So, lack of feedback is sign of incompleteness of communication. In this way you can understand that lack of feedback is a barrier to communication.

Tips: Provide proper feedback when you are a receiver and receive feedback when you are a sender. Sending or receiving feedback shows the completeness of communication. Feedback can be given in non-verbal, oral or written form. It can be conveyed through non-verbal communication: smile, frown, head nod, thumb up, thumb down, approval expression through eyes etc. In oral and written communication feedback can be conveyed by summarizing the speaker's words or message; by paraphrasing them; by questioning etc. Without feedback no conversation or communication is complete.

Overloaded Information

Sometimes unintentionally the speaker delivers heavy information at a stretch and this overloaded communication confuses the receiver. The process of communication will be a failure.

Tips: Your message should not be overloaded with unnecessary or explanatory information. Keep it brief, simple and straightforward.

Misinterpretation of Facts

The causes for misinterpretation of facts are many: one among them is the receiver's preoccupied mindedness. Receiver's expectations, previous knowledge, prejudices, lack of knowledge of the subject of the communication etc.

Tips: If you are without preoccupied mind, you will be in position to listen to the speaker. When you listen to the speaker completely, you will understand the message completely. If you understand the message as intended by the speaker, the communication is successful one.

Misapprehensions by the Receiver

For the most of the time and most of the things, little section of human beings is generally under the misapprehensions. This misapprehension is the result of their false thinking that they know all. In a few cases, most of us are under a misapprehension. This misapprehension causes for the incompleteness of the communication.

Tips: Misapprehensions take place due to lack of sufficient knowledge so the listener ask for more information regarding to the already spoken topic.

Communication Anxiety

Experience anxiety during conversation is a very common occurrence for the newcomers. Anxiety at the conversation is resultant of fear, concern, agitation, nervousness, uneasiness, worry etc. about various issues like running out of time; not completing a point; incorrect emphasis; losing the thread; not comprehending; losing points; not following all the points etc. More or less both the speaker and the listener suffer from the same amount of speech and listening anxiety.

Tips: Both the speaker and listener must try to reduce or eradicate communication anxiety. As a speaker, you need to select and rehearse your speech. Know your audience and their requirements and prepare to meet them. As a listener, keep trusting your speaker. Confidence in each other is very essential for overcoming communication anxiety. Both the speaker and listener should believe that they are going to have a faithful communication and are going to cooperate and share information to each other.

TIPS TO IMPROVE NON-VERBAL COMMUNICATION SKILLS

There are some tips to improve your non-verbal communication. Take care of using your postures and gestures. It will be very helpful to you if you know the meanings of the postures and gestures in different cultures because postures and gestures cannot convey the same meanings in all cultures: same posture or gesture is used for conveying different meaning in different cultures. Maintain proper and accurate tone and intonation in your voice. Modulation in your voice while speaking gives more clues than your words to the receiver to better understand your message. It tells your attitude towards your task and to the listener.

CONCLUSIONS

Communication is a most important skill. Communication skills are not only helpful in personal life, but also helpful in the profession, at workplace and in business. It is crucial to communicate effectively in negotiations to ensure you achieve your goals. There is no shade of doubt in saying that effective communication skills are very important within a business organization. They help in having a good working relationship among employees, which in turn improve morale and efficiency. Effective communication also provides an amicable atmosphere in which the team members can easily understand their roles and the roles of everyone else on the team. Listening plays an equally prominent role in communication as speaking. It helps the listener understand the mission and goals of their company and what their responsibilities are. Barriers to communication let it be verbal or non-verbal, are very common. Unless you overcome them your communication won't be a successful one. So, you need to overcome them. Expertise writing skills; learn how to write reports, speeches, schedules, memos, notices, etc. Expertise expressive skills these are very influential in making relations and maintaining them. Expertise managing skills these are helpful in keeping the relations in a team intact.

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